FTP FAQ

How can I create a domain account on a dedicated server and connect to the site with external FTP software?

You can use the cPanel account's username and password to connect to any site through external FTP software. To allow FTP access to only a specific directory, or to create multiple users, use the *FTP Accounts* interface (*cPanel >> Home >> Files >> FTP Accounts*) to create FTP accounts.

What is my FTP port value?

Your FTP port value is likely port `21`. However, it is possible that your web hosting provider may change this port. Contact your web hosting provider for specific ports on your server.

For more information about FTP port values, read our How to Configure Your Firewall for cPanel & WHM's Services documentation.

My FTP password does not work, or I forgot my FTP password. How can I reset the FTP account password?

To change or reset the FTP account password, navigate to the *FTP Accounts* interface (*cPanel >> Home >> Files >> FTP Accounts*) and click *Change Password* for the FTP account that you wish to edit.

Why can I log in to Pure-FTPd but not ProFTPd?

If your server uses Pure-FTPd or ProFTPd, use a long-form username (for example, `user@example.com`) to log in to FTP.

If your server uses Pure-FTPd and runs on a dedicated IP address, you can log in via a short-form username (for example, `user`).

How can I turn off anonymous FTP?

> **Warning:**
> We **strongly** recommend that you deny anonymous users the ability to upload files to your FTP server. This setting prevents malicious software uploads, which can harm your website.

For cPanel users

> **Note:**
> The *Anonymous FTP* icon **only** appears if your system administrator enables FTP services **and** anonymous FTP. The system disables anonymous FTP services on new installations by default.

To disable anonymous FTP, perform the following steps:

1. Access the *Anonymous FTP* interface (*cPanel >> Home >> Files >> Anonymous FTP*).
2. Deselect the following options:
   - *Allow anonymous access to "ftp://ftp.example.com".*
   - *Allow anonymous uploads to "ftp://ftp.example.com/incoming".*

For server administrators in WHM

To disable anonymous FTP for all accounts on your server, perform the following steps:

1. Navigate to the *FTP Server Configuration* interface (*WHM >> Home >> Service Configuration >> FTP Server Configuration*).
2. Set the following options to *No*:
   - *Allow Anonymous Logins*
   - *Allow Anonymous Uploads*
3. Click *Save*.

> **Note:**
> You do **not** need to change the setting for *Maximum Load for Anonymous Downloads* if *Allow Anonymous Logins* is disabled.

For server administrators on the command line

To disable anonymous FTP for all accounts on your server from the command line, read the How do I make changes to my server's FTP configuration from the command line? section below.

I have more than 2,000 files in a folder. Why do only 1,998 files display in my FTP client?

By default, Pure-FTPd only shows up to 2,000 files in each folder.

To display more than 2,000 files when your server uses Pure-FTPd, perform the following steps:

1. In the command line, use your preferred text editor to open the `pure-ftpd.conf` file.
2. Locate the line that contains the following text:

```
LimitRecursion 2000 8
```

3. Replace `2000` with the number of files that you wish to view in the folder.

I am a reseller. Is there a way to view my clients' FTP without the password?

There is no plaintext record, even for the `root` user, to view client passwords. The only copies of passwords on the server are in the password hashes in the `/etc/proftpd/` directory.

How can I deny FTP access to a problem FTP account?

To deny FTP access to a problematic FTP account, block FTP access for the cPanel account that owns that FTP account.

For more information, read our FTP users file documentation.

How do I make changes to my server's FTP configuration from the command line?

To determine which FTP server your server uses, run the `grep ftpserver /var/cpanel/cpanel.config` command.

You will receive one of the following two results:

```
ftpserver=proftpd
ftpserver=pure-ftpd
```

Follow the instructions below that correspond to your FTP server type.

Pure-FTP

> **Note:**
> As of cPanel & WHM version 68, we only support Transport Layer Security (TLS) protocol version 1.2. However, you can use TLSv1.1 or TLSv1.2 to manage your Pure-FTPd server.

To edit the FTP configuration for Pure-FTP, perform the following steps:

1. Remove the cache file with the `rm -f /var/cpanel/conf/pureftpd/main.cache` command.
2. Edit the main configuration file `/var/cpanel/conf/pureftpd/main` with a text editor.
3. To change the anonymous FTP settings, run the appropriate command:
    - To disallow anonymous logins, run the `touch /var/cpanel/noanonftp` command.
    - To allow anonymous logins, run the `rm -f /var/cpanel/noanonftp` command.
4. To apply your changes, you can force an update of FTP with the following command:

```
/scripts/setupftpserver pure-ftpd --force
```

ProFTP

To edit the FTP configuration for ProFTP, perform the following steps:

1. Remove the cache file with the `rm -f /var/cpanel/conf/proftpd/main.cache` command.
2. Edit the main configuration file `/var/cpanel/conf/proftpd/main` with a text editor.
3. To change the anonymous FTP settings, run the appropriate command:
    - To disallow anonymous logins, run the `touch /var/cpanel/noanonftp` command.
    - To allow anonymous logins, run the `rm -f /var/cpanel/noanonftp` command.
4. To apply your changes, you can force an update of FTP with the following command:

```
/scripts/setupftpserver proftpd --force
```

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- FTP Accounts

- Anonymous FTP

- FTP FAQ

- FTP Connections

- FTP Server Configuration

- FTP Accounts

- Anonymous FTP

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- FTP Connections

- Webalizer FTP

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- FTP Server Configuration

- How to Deny FTP Access

- FTP Server Selection

- Initial Setup Assistant - Services

- cPanel API 2 Modules - FTP

- UAPI Modules - Ftp

- cPanel API 2 Functions - Ftp::addftp

- cPanel API 1 Functions - Ftp::delftp

- cPanel API 1 Functions - Ftp::addftp